

# Exhibit C



## STAR ONLINE PUBLICATION

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**Case Number:** S2023000024 Rev A

**Release Date:** 04/15/2021

**Symptom/Vehicle Issue:** Water Leak Rear Of Cab Rear Seat Or Headliner

**Discussion:** Inspect backlite (rear window) upper plastic frame for cracks. If part shows visible marking near red circles in Figure 1, run fingernail across suspect area.

- If you feel and see physical cracks separation in the upper frame, probable cause is water leak due to cracked backlite upper frame and backlite should be replaced. See Figure 2.
- If you do NOT feel physical crack, yet still see visible line marking, this is a KNIT LINE due to injection molding process and is a GOOD part. See Figure 3.

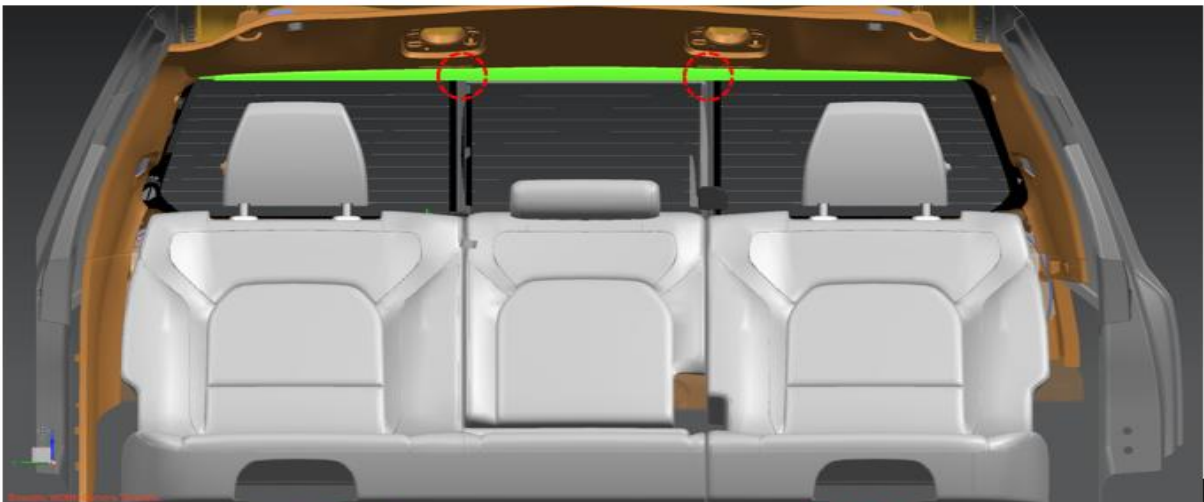


Figure 1 - Inside Truck Cab, Light Green Part is Upper Plastic Frame of Backlite, Red Circles are Potential Crack Locations

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**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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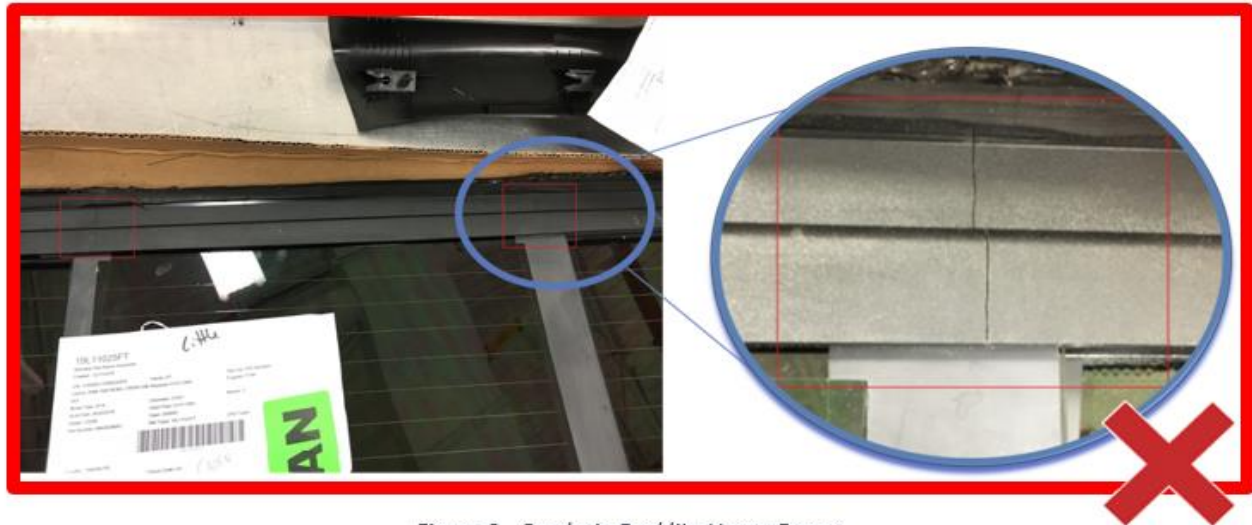


Figure 2 - Cracks in Backlite Upper Frame

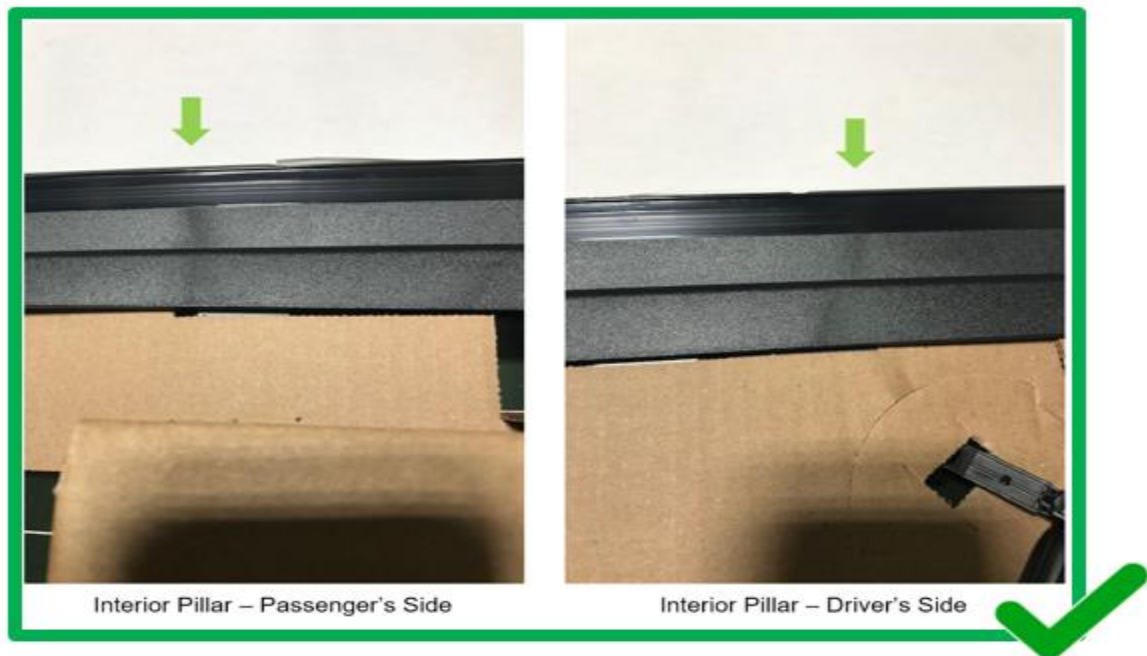


Figure 3 - Backlite Upper Frame KNIT LINES

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Other probable causes of rear cab water leaks include:

- Incorrect urethane seal around backlite. Bubbles or pockets in the urethane.
- From 3<sup>rd</sup> Brake Light (Center High Mounted Stop Lamp)
- From Antenna

### Verification:

- Step 1: Use low pressure open end water hose (no nozzle) and direct water flow towards areas shown below. Check interior for leaks.
- Step 2: Move water hose around backlite glass perimeter. Check interior for leaks.

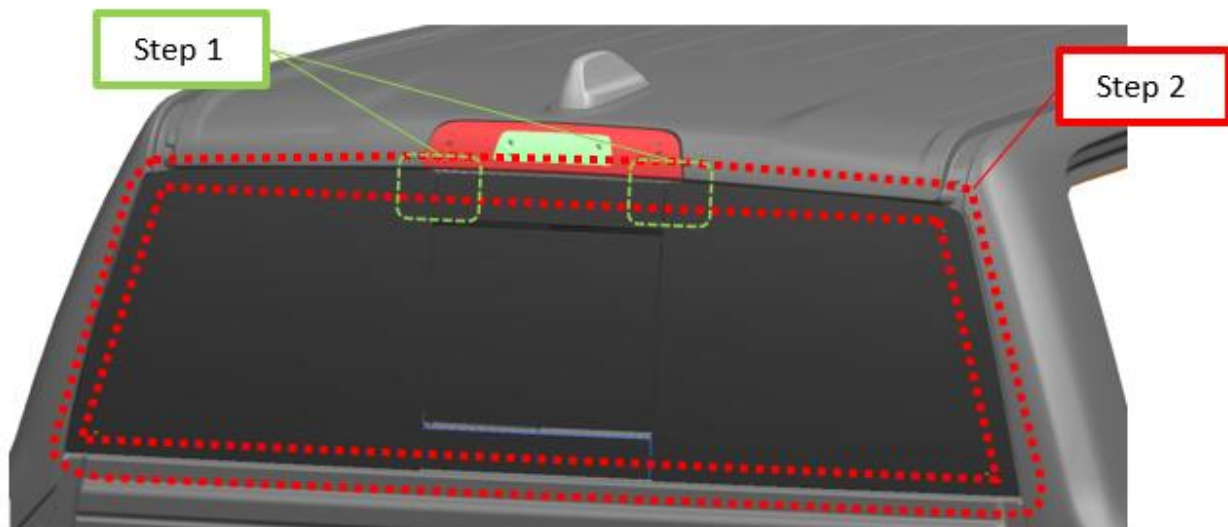


Figure 4 - Areas of Backlite for Water Leak Check

- Step 3: Move water hose around 3rd Brake Light. Check interior for leaks. Verify 3rd Brake Light rubber seal is in good condition. Verify screws are torqued to spec.

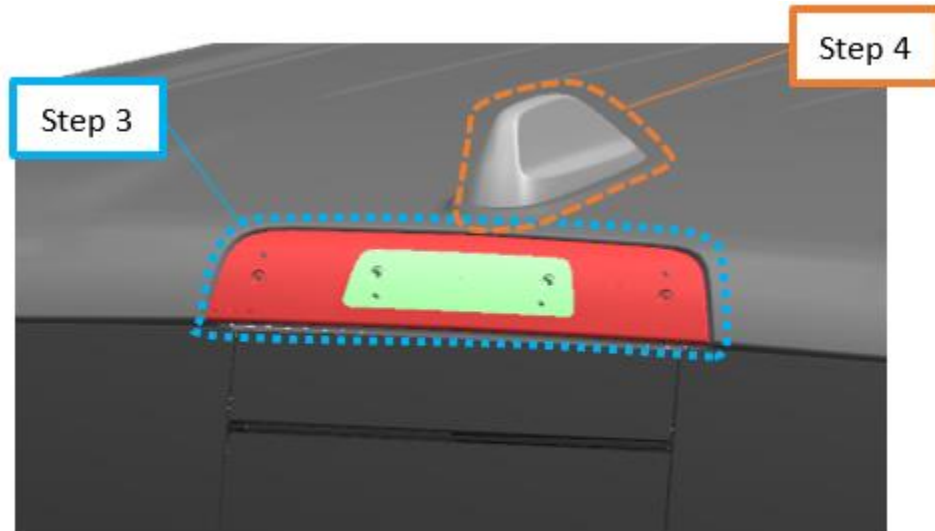
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- Step 4: Move water hose around roof antenna. Check roof interior for leaks. Verify foam seal under antenna is in good condition. Verify antenna is torqued to spec



*Figure 5 - Areas of Rear Cab for Water Leak Check*

IF Step 1 or Step 2 yields leaks, replace backlite and ensure correct urethane seal.

IF Step 3 yields leaks, ensure proper torque of fasteners and good condition of rubber seal.

IF Step 4 yields leaks, ensure proper torque of fastener and good condition of foam seal

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